

AMENDMENT AND PRESENTATION OF CLAIMS

Please replace all prior claims in the present application with the following claims.

1. (Currently Amended) A system for providing software integration for on-line procurement of telecommunications offerings, comprising:

a web tier configured to receive a request or a user action from a web server, and to access web content; and

an application tier coupled to the web tier and including a business and integration tier configured to perform order management, online ordering or user management functions, and a presentation tier configured to establish a customer portal, wherein the application tier includes a back office portal and is configured to provide to the web server, callback forms, help center information, or requests for inventory,

a database tier, comprising a database, in communication with the application tier, and

a service availability tool (SAT) tier, in communication with the application tier, configured to pre-qualify a customer for the telecommunication offerings,

wherein the web tier or the application tier includes software objects extended from general-purpose software objects to support procurement of the telecommunications offerings on-line and custom software objects created to support procuring of the telecommunications offerings on-line.

2. (Previously Presented) The system of claim 1, wherein the web tier includes reconfigured software objects that include reconfigured JavaServer Pages (JSPs), reconfigured transition policies, or reconfigured display objects.

3. (Previously Presented) The system of claim 1, wherein the web tier includes the custom software objects that include custom JavaServer Pages (JSPs), custom transition policies, or custom display objects.

4. (Previously Presented) The system of claim 1, wherein the application tier includes reconfigured software objects that include reconfigured JavaServer Pages (JSPs), reconfigured transition policies, or reconfigured display objects.

5. (Previously Presented) The system of claim 1, wherein the application tier includes the custom software objects that include custom JavaServer Pages (JSPs), custom transition policies, or custom display objects.

6. (Canceled)

7. (Previously Presented) The system of claim 1, wherein the web tier includes a customer portal including the extended software objects and configured to provide to the web server customer order information, customer support information, or customer order status information, wherein the extended software objects include software objects extended from software objects included in a generic architecture, extended to support ordering telecommunications services or products.

8. (Currently Amended) The system of claim 1, wherein the application tier includes an order management function for providing to the web tier the ~~context-sensitive contact information~~, callback forms, help center information, or requests for inventory.

9. (Previously Presented) The system of claim 1, wherein the application tier includes an online ordering function for providing online ordering functionality to the web tier.

10. (Previously Presented) The system of claim 1, wherein the application tier includes a user management function for providing user management functionality to the web tier.

11. (Previously Presented) The system of claim 1, further comprising a database tier coupled to the web tier or the application tier and configured to persist data, store objects or store tables.

12. (Previously Presented) The system of claim 11, wherein the web tier or the application tier is configured to generate custom tables to extend a schema of tables.

13. (Previously Presented) The system of claim 12, wherein the web tier or the application tier is configured to map the custom tables to the extended software objects or the custom software objects.

14. (Previously Presented) The system of claim 1, wherein the extended software objects or the custom software objects belong to an order domain configured to support an order class.

15. (Previously Presented) The system of claim 1, wherein the extended software objects or the custom software objects belong to a fulfillment status domain configured to provide order fulfillment functionality.

16. (Previously Presented) The system of claim 1, wherein the extended software objects or the custom software objects belong to a move, change or disconnect (MCD) domain configured to store summary information of operational support system (OSS) order entry and status applications.

17. (Previously Presented) The system of claim 1, wherein the extended software objects or the custom software objects belong to an order activity domain configured to carry out business logic or application logic for order management events involving persistence, transaction-sensitive data retrieval or specialized business logic.

18. (Previously Presented) The system of claim 1, wherein the extended software objects or the custom software objects belong to a helpers domain configured to create domain objects, perform specialized business logic or perform persistence of domain objects.

19. (Previously Presented) The system of claim 1, wherein the extended software objects or the custom software objects belong to a customer support domain configured to provide storage for information needed to retrieve an appropriate set of contact information for back office personnel.

20. (Currently Amended) A method for providing software integration for on-line procurement of telecommunications offerings, comprising:

receiving a request or a user action from a web server in a web tier and accessing web content responsive to the request or user action;

performing order management, online ordering or user management functions, and establishing a customer portal, producing web pages, and navigating uniform resource locators (URLs) in an application tier, wherein the application tier includes a back office portal and is configured to provide to the web server, callback forms, help center information, or requests for inventory;

communicating, with a database, by the application tier, and

communicating with the application tier to pre-qualify a customer for the telecommunication offerings,

extending software objects from general-purpose software objects in the web tier or the application tier to support procuring of the telecommunications offerings on-line; and

creating custom software objects in the web tier or the application tier to support the procurement of the telecommunications offerings on-line.

21. (Previously Presented) The method of claim 20, further comprising reconfiguring software objects that are included in the web tier and that include reconfigured JavaServer Pages (JSPs), reconfigured transition policies, or reconfigured display objects.

22. (Previously Presented) The method of claim 20, further comprising creating custom objects that are included in the web tier and that include custom JavaServer Pages (JSPs), custom transition policies, or custom display objects.

23. (Previously Presented) The method of claim 20, further comprising reconfiguring software objects that are included in the application tier and that include reconfigured JavaServer Pages (JSPs), reconfigured transition policies, or reconfigured display objects.

24. (Previously Presented) The method of claim 20, further comprising creating custom objects that are included in the application tier and that include custom JavaServer Pages (JSPs), custom transition policies, or custom display objects.

25. (Canceled)

26. (Previously Presented) The method of claim 20, further comprising including in the web tier a customer portal including the extended software objects and configured to provide to the web server customer order information, customer support information, or customer order status information.

27. (Currently Amended) The method of claim 20, further comprising including in the application tier an order management function for providing to the web tier ~~first layer context-sensitive contact information~~, the callback forms, help center information, or requests for inventory.

28. (Previously Presented) The method of claim 20, further comprising including in the application tier an online ordering function for providing online ordering functionality to the web tier.

29. (Previously Presented) The method of claim 20, further comprising including in the application tier a user management function for providing user management functionality to the web tier.

30. (Previously Presented) The method of claim 20, further comprising persisting data, storing objects or storing tables in a database tier coupled to the web tier or the application tier.

31. (Previously Presented) The method of claim 30, further comprising generating custom tables to extend a schema of tables in the web tier or the application tier.

32. (Previously Presented) The method of claim 31, further comprising mapping the custom tables to the extended software objects or the custom software objects in the web tier or the application tier.

33. (Previously Presented) The method of claim 20, further comprising configuring the extended software objects or the custom software objects in an order domain to support an order class.

34. (Previously Presented) The method of claim 20, further comprising configuring the extended software objects or the custom software objects in a fulfillment status domain to provide order fulfillment functionality.

35. (Previously Presented) The method of claim 20, further comprising configuring the extended software objects or the custom software objects in a move, change or disconnect (MCD) domain to store summary information of operational support system (OSS) order entry and status applications.

36. (Previously Presented) The method of claim 20, further comprising configuring the extended software objects or the custom software objects in an order activity domain to carry out business logic or application logic for order management events involving persistence, transaction-sensitive data retrieval or specialized business logic.

37. (Previously Presented) The method of claim 20, further comprising configuring the extended software objects or the custom software objects in a helpers domain to create domain objects, perform specialized business logic or perform persistence of domain objects.

38. (Previously Presented) The method of claim 20, further comprising configuring the extended software objects or the custom software objects in a customer support domain to provide storage for information needed to retrieve an appropriate set of contact information for back office personnel.

39. (Previously Presented) A computer-readable medium storing computer-executable instructions for performing the steps recited in claim 20.

40. (Currently Amended) A system for providing software integration for on-line procurement of telecommunications offerings, comprising:

means for receiving a request or a user action from a web server in a web tier and receiving web content responsive to the request or user action;

means for performing order management, online ordering or user management functions in an application tier and establishing a customer portal, producing web pages and navigating uniform resource locators (URLs), wherein the application tier includes a back

office portal and is configured to provide to the web server, callback forms, help center information, or requests for inventory;

~~means~~ a database for communicating with the application tier;

means to pre-qualify a customer for the telecommunication offerings;

means for extending software objects from general-purpose software objects in the web tier

or the application tier to support procuring of the telecommunications offerings on-line;

and

means for creating custom software objects in the web tier or the application tier to support

the procurement of the telecommunications offerings on-line.